

Novel Techniques in the Delivery of Nutrition Education Using Videoconferencing Technology

State of Georgia

Department of Human Resources

Division of Public Health

WIC Branch

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What is Videoconferencing?



Real time
interactive
communication
between
individuals in
remote locations
using on-screen
audiovisual
technology

How can videoconferencing be used in the WIC setting?



- Delivery of nutrition education
- Potential for certification of participants once protocols established
- Staff training

How can VC be used to streamline the delivery of WIC nutrition education?

- Group settings conducted
- Confidential individual contacts
- Staff training on various NE topics
- Decreased travel time and expense
- Better utilization of staff time and resources



Methodology

- Provide concise and consistent lesson plans that coincide with current risk factors
- Schedule participants for related risk-specific classes
- Provide group and individual counseling
- Track sessions provided to measure processes and potential outcomes



Milestones

- Completed a needs assessment
- Determined top ten risks indicated at certification for each local agency
- Developed tools and protocols for scheduling and documenting participants, delivering sessions and tracking utilization
- Developed lesson plan modules
- Researched and secured equipment
- Trained staff



Resource Development

- Modules
- Pre and post-tests
- Scheduling
- Sign-in log
- Data base

Failure to Meet Dietary Guidelines for Americans

*Nutrition Guidelines for Practice
for Consistent Message Delivery*



Modules

1. Failure to meet dietary guidelines (422) sp
2. Overweight (111) sp
3. Low hemoglobin/hematocrit (201) sp
4. High gestational weight gain (133) sp
5. Closely spaced pregnancy (332)
6. History of preterm delivery (311)
7. Breastfeeding infant at nutrition risk (601) sp
8. Maternal smoking (371)
9. Underweight (101)



Staff Training

Key stakeholders trained:

- Nutrition Services Director
- Nutritionists
- Nurse Managers
- Clerks & facilitators

Training included:

- Scheduling of participants
- Administration of pre and post-test
- Sign-in log
- Delivery of modules
- Data base documentation



Clinic Pilot Site Set-up



Implementation



Breastfeeding Coordinator meeting in action
using videoconferencing!



Lessons Learned Thus Far

- Scheduling proved to be a challenge
- High-risk documentation protocols needed
- Staff desire to increase sessions offered
- Staff desire to expand lessons to include general topics for family-centered secondary education
- Translators and trained facilitators beneficial



Videoconferencing in Georgia...



did seem
impossible!

But...



there is light at
the end of the
tunnel!



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Additional Resource Slides



Process Evaluation Indicators

- Steps taken to schedule participants

Indicator = number of clients scheduled and attending a particular session

- Steps taken in the delivery of pre and post-tests

Indicator = number of participants completing a pre and post-test

- Steps taken in the delivery of the modules

Indicator = short term retention of information based on pre and post-test results

- Steps taken to document NE provided

Indicator = number of documented NE contacts



Outcome Evaluation Questions

- Has delivery of NE to participants increased compared to before implementation?
- Is documentation of NE by staff less time consuming and more efficient, i.e. efficiency of electronic documentation?
- Are nutrition staff able to spend more time with high-risk clients?
- Is there a measurable cost savings in the use of VC to deliver NE, i.e. time and money saved in travel?



Schedule

Nutrition Education Videoconference Schedule Augusta Health District

2005



"Our vision is to ensure that all participants enrolled in the Georgia WIC Program receive nutrition education that is timely, consistent and recorded."



| <i>Mon</i> | <i>Tue</i> | <i>Wed</i> | <i>Thu</i> | <i>Fri</i> |
|--|--|---|--|--|
| Taliaferro (Angie) Burke (Tahisha) | VC-Group Emanuel (Tahisha) Office (Angie) | Lincoln (Angie) Jefferson (Tahisha) | Glascock (Angie) Jenkins (Tahisha) | VC-Individual Emanuel (Angie) Office (Tahisha) |
| VC-Individual Screven (Tahisha) Appling (Angie) | McDuffie (Angie) Jefferson (Tahisha) | VC-Group Wilkes and Screven (Angie and Tahisha) | VC-Individual Wilkes (Tahisha) Warren (Angie) | High Risk Nutritionist Staff Meeting (Angie & Tahisha) |
| Harlem (Angie) Burke (Tahisha) | VC-Group Emanuel (Tahisha) Office (Angie) | Lincoln (Angie) Burke (Tahisha) | Taliaferro (Angie) Jenkins (Tahisha) | VC-Individual Emanuel (Angie) Office (Tahisha) |
| VC-Individual Screven (Tahisha) Office (Angie) | McDuffie (Angie) Jefferson (Tahisha) | VC-Group Wilkes and Screven (Angie and Tahisha) | VC-Individual Wilkes (Tahisha) Warren (Angie) | Nutrition Services Staff Mtg (Angie and Tahisha) |



Sign-in Log

VIDEOCONFERENCING SIGN-IN LOG

MODULE: Failure to Meet Dietary Guidelines

DATE: _____

TIME: _____

Clinic #: _____

Clinic Name: _____

County: _____

| *PARTICIPANT/PROXY'S NAME | WIC ID # (WIC Participant's #) | WIC Type (P, B, N, C, I)** |
|---------------------------|--------------------------------|----------------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| 6. | | |
| 7. | | |
| 8. | | |
| 9. | | |
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| 16. | | |
| 17. | | |
| 18. | | |
| 19. | | |
| 20. | | |



*Please indicate all WIC participants/proxies present for the education.

*Note: Sign in WIC child/infant's name if a parent/caregiver/proxy is the attending class.

**P=Prenatal, B=Breastfeeding, N=Non-Breastfeeding, C=Child, I=Infant



Pre and Post-Test

Benefits of Breastfeeding Pre-Session Survey

The class today is about breastfeeding. We want to know what you already know and what you may learn. Please complete the following questions as best you can. Staff in this clinic will not look at your responses.

Caretaker/Proxy Name: _____ County: _____ Clinic: _____

WIC Participant Name: _____ Date of Birth: ____/____/____ WIC ID #: _____

WIC Participant is (Check one): _____ Pregnant _____ Date: ____/____/____
_____ Breastfeeding
_____ Non-Breastfeeding
_____ Child
_____ Infant

Fill in the blank:

1. Breastfeeding _____.

- _____ is the best nutrition for my baby.
- _____ promotes the best growth for my baby.
- _____ helps my baby stay healthy.
- _____ All of the above
- _____ I do not know

True or False: (circle T for true and F for false)

- | | | | |
|--|---|---|------------|
| 2. Crying could mean that my baby is hungry. | T | F | Don't Know |
| 3. I can go to school or work and still breastfeed. | T | F | Don't Know |
| 4. My baby may have an allergy to formula. | T | F | Don't Know |
| 5. I can go to my local health department to learn more about breastfeeding. | T | F | Don't Know |



STOP HERE: Do not turn your paper over!



Customer Satisfaction Survey

Name _____ Date _____

County _____ WIC ID # _____

Videoconferencing Customer Satisfaction Survey

1. What was the class topic? _____

2. Was the classroom comfortable to you? **Yes** **No**

3. Did you like the videoconferencing class? **Yes** **No**

4. How long did you wait from signing in at the front until class time?

☐ 5-10 minutes

☐ 10-15 minutes

☐ 15 + minutes

5. Which do you like best?

☐ Videoconferencing classes

☐ Face-to-face, individual nutrition education

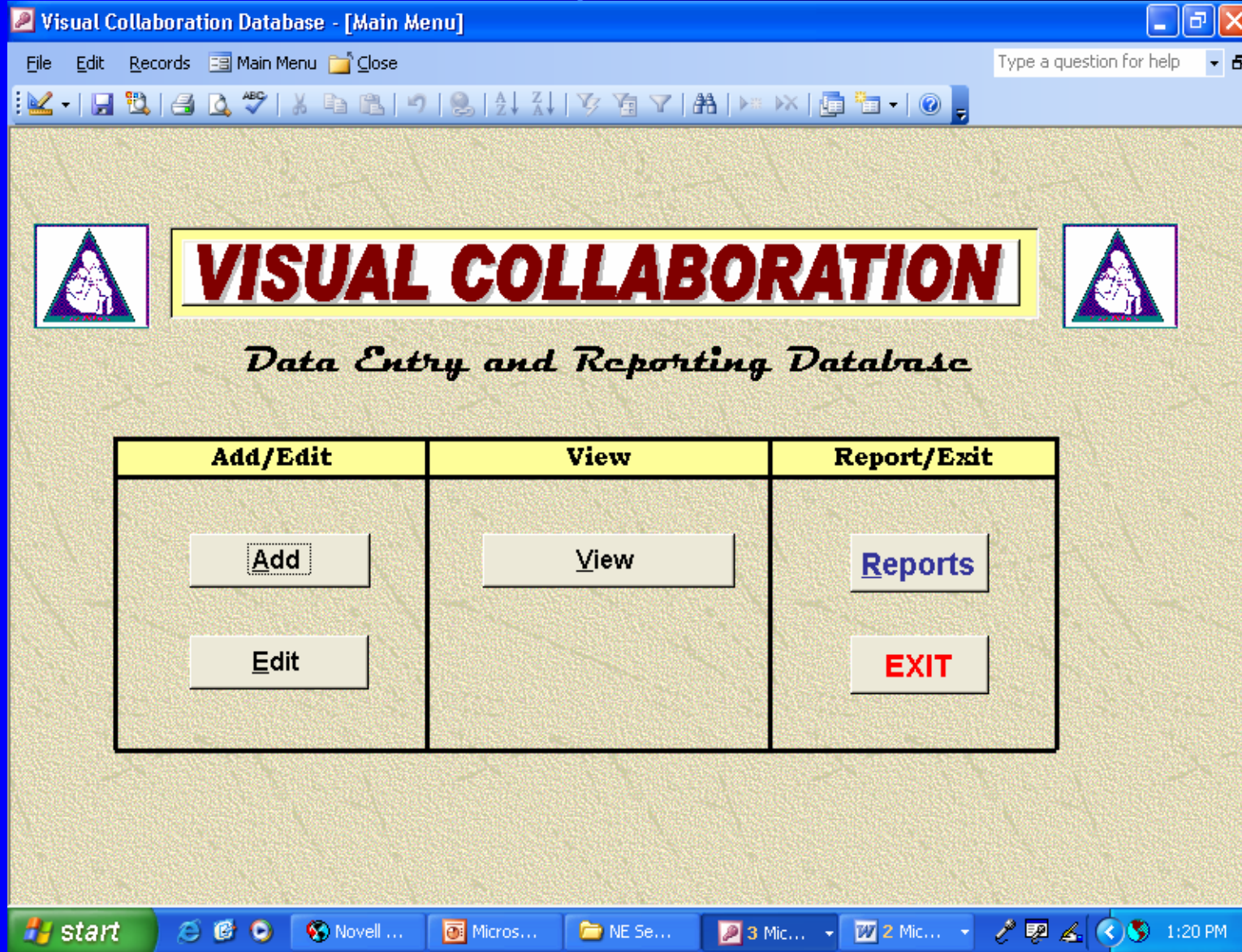
6. Did you learn anything from the class? **Yes** **No**

7. Will you use the information presented today? **Yes** **No**

8. What other topics you would like to learn about?



Database



Add Contact

Visual Collaboration Database - [FormAddNewRecords]

File Edit Records Export Find... Filter By Selection Remove Filter/Sort Main Menu Close

1) Add 2) Save Close

Add Visual Collaboration Database Documentation Protocol

* CLINIC NUMBER: 008 - (DU: 011 CTY: 008)

PARTICIPANT'S NAME AND INFO.

Last: First: Middle:

* WIC ID: * WIC TYPE:

NUTRITION EDUCATION:

* SESSION DATE:

* TYPE OF NUTRITION EDUCATION DELIVERY METHOD:

* SESSION TYPE: * SESSION TOPIC:

STAGE OF CHANGE

- Advantages and Complications of Bre
- Anemia
- Closely Spaced Pregnancy
- Failure to Meet Dietary Guidelines
- Maternal Smoking
- Overweight
- Premature Infant Delivery
- Underweight

* Denotes critical field

start Novell Gro... Microsoft P... NE Sessions 3 Microso... 1:17 PM



Reports

Visual Collaboration Database - [Reporting Screen]

File Edit Records Main Menu Close

Type a question for help

Visual Collaboration Reports

Report to Print

- ☒ Number of WIC Participant Type by Clinic
- ☐ Type of Nutrition Education Delivery Method
- ☐ Number of Session Type by Clinic
- ☐ Number of Session Topic by Clinic
- ☐ Number of Stage of Change by Clinic
- ☐ Over All Total
- ☐ Number of Participant Type by Session Type by Clinic
- ☐ Number of Participant Type by Topic Type by Clinic
- ☐ Number of Participant Type by Stages of Change by Clinic
- ☐ Number of Participant Type by Nutrition Education by Clinic
- ☐ Number of Participant Type by Topic/Session Type by Clinic

Between and

Preview

Main Menu

Exit Database

To preview a report, select the report from the list then click the Preview button.

start Novell ... Micros... NE Se... 4 Mic... Docum... 1:29 PM

